

# Accidental Damage Protection

Service Provider Guide  
2025



Lenovo

# Accidental Damage Protection (ADP) Overview

- ADP provides coverage **beyond the limited/ base warranty**.
- It covers **operational & structural problems** caused by accidental damage.
- Accident = damage that is **unexpected, unintentional, & without a deliberate cause**.
- ADP can be purchased **with the device or within 90 days** of purchasing the device.
- If purchased after the device, there is a **30-day waiting period** before ADP coverage starts.
- Depending on the plan, **coverage can range from 1 - 5 years**. ADP **must be registered** to use it.
- ADP-covered devices may be **repaired, replaced, or refunded**. Coverage always ends after replacement.
- Three ADP tiers (see below.)

## Standard ADP

- ✓ Unlimited repairs up to the cost of the device, or
- ✓ Replacement with similar or better specs, or
- ✓ Refund of remaining ADP benefit

## ADP Basic

- ✓ One repair per year of coverage, or
- ✓ Replacement with functional equivalent
- ✓ Coverage ends after repair or replacement

## ADP One

- ✓ One repair during coverage period, or
- ✓ Replacement with a functional equivalent
- ✓ Coverage ends after repair or replacement

# ADP Coverage & Limitations

	Covered	Not Covered
<b>Damage &amp; Situations</b>	<p><b>Operational/ Structural</b> damage affecting <b>functionality</b>, from:</p> <ul style="list-style-type: none"> <li>• Liquid spills</li> <li>• Drops from &lt; 15 ft.</li> <li>• LCD damage</li> <li>• Electrical surges</li> </ul>	<ul style="list-style-type: none"> <li>• Normal wear &amp; tear</li> <li>• Cosmetic/ lease-end damage (e.g., dents, scratches)</li> <li>• Pre-existing defects</li> <li>• Liquid submersion</li> <li>• Human &amp; animal bodily fluids; biohazards</li> <li>• Abuse, misuse, &amp; negligence</li> </ul>
<b>Parts</b>	<p><b>Installed &amp; bundled</b> by Lenovo:</p> <ul style="list-style-type: none"> <li>• CPU, HDD, LCD</li> <li>• Keyboards</li> <li>• Optical drives</li> <li>• Pointing devices</li> </ul>	<ul style="list-style-type: none"> <li>• Continued use after damage</li> <li>• Improper storage, &amp; transport</li> <li>• Leaving machine unattended</li> <li>• Overpacking/ sitting on bookbag</li> <li>• Theft, terrorism, war, &amp; natural disasters (e.g., flood, fire)</li> <li>• Unauthorized service, &amp; repairs</li> <li>• Unsuitable working &amp; operating environments</li> </ul>
		<ul style="list-style-type: none"> <li>• 3rd-party products</li> <li>• AC adapters</li> <li>• Cases &amp; folios</li> <li>• CRU batteries</li> <li>• Stylus pens</li> <li>• Docking stations</li> <li>• Headsets</li> </ul>

# Common Causes of ADP Repairs

	Covered	Not Covered Mishandling / Customer Induced Damage (CID) is not covered by ADP
Hard Disks	<ul style="list-style-type: none"> <li>• Hard bangs and bumps can damage complex tech</li> </ul>	<ul style="list-style-type: none"> <li>• Moving machine while it's running</li> </ul>
Keyboards	<ul style="list-style-type: none"> <li>• Items dropped onto the keyboard</li> <li>• Corrosion from spills</li> <li>• Food crumbs wedged under keys</li> </ul>	<ul style="list-style-type: none"> <li>• Picking at / prying under key edges</li> </ul>
Mechanical Stress	<ul style="list-style-type: none"> <li>• Carrying cases: overstuffing, dropping or banging into another object</li> </ul>	<ul style="list-style-type: none"> <li>• Pressure/weight applied to the exterior of the machine</li> <li>• Pushing, leaning, or placing heavy objects on top</li> <li>• Carrying open device by the LCD</li> </ul>
System Boards	<ul style="list-style-type: none"> <li>• Spills can cause immediate failure or corrosion</li> </ul>	<ul style="list-style-type: none"> <li>• Bending bottom cover leads to cracks in electrical connections</li> <li>• Pulling &amp; jerking wires &amp; cords damages connectors</li> </ul>

# Best Practices to Avoid Accidental Damage



## Best Practices

- Shut down at least once a day
- Use the sleep command (Fn+F4) when not in use
- Shut down or put to sleep before moving
- Use a padded sleeve or protective case
- Store safely (e.g., on locker shelf); not in a car
- Prepare machines for storage and long periods of non-use\*
- Store computers in a cool, dry environment for extended periods of non-use



## Things to Avoid

- Eating and drinking near machine
- Placing heavy objects (e.g., books) on machine
- Pulling or jerking wires and connectors
- Placing machine on an unsteady surface
- Exposing to extreme temperatures
- Using machine after potential damage\*\*
- Avoid stacking machines without cushioning material & up to 3 units for horizontal storage
- Do not leave the device plugged in during storage

\* Guidance for long term storage and transportation- [Chromebooks: https://pcsupport.lenovo.com/us/en/solutions/ht504333](https://pcsupport.lenovo.com/us/en/solutions/ht504333)

\*\* Advise customers to bring in machines after potential damage, even if the machine still works. If a customer continues to use a machine after damage, and it causes even more damage, ADP will not cover the additional damage.

# ADP Documentation Requirements

## Problem Description

Part of **Case Creation**

- 1 Identify type of ADP-covered damage
- 2 Describe damage context:
  - Where & what was customer was doing
  - How did damage occur
- 3 List reported problems caused by damage

## Diagnostic Notes

Part of **Work Order** process

- 1 Visually inspect damage
  - Describe results in detail
  - Do your results align with the customer's explanation?
- 2 Describe functional/diagnostic testing & results
- 3 Use results to justify the need for all ordered parts



## Repair Notes

**Edit work order** to add notes

- 1 Describe what you did to repair the machine
- 2 Note if the ordered parts fixed the diagnosed problems
- 3 Explain how you confirmed the repair was a success

See RWSW239 form more information on ADP documentation requirements

# ADP Documentation Examples

	Problem Description	Diagnostic Notes	Repair Notes
	Customer spilled coffee on laptop when working at home. He reports that some keys are sticking, and others are non-responsive.	Coffee residue under the keyboard. Keys A, S, & D stick when pressed & Q, W, & E are unresponsive. Keyboard needs to be replaced.	Removed coffee residue and replaced keyboard. All keys function correctly; none are sticking. Repair a success.
	Coffee spill on keyboard.	Keys stick and don't work.	Repair a success.

# ADP NGSP Process

## 1 Check for ADP coverage & create case

1. Select your location
2. Click **Create Case**
3. Enter serial number
4. Click **Entitlement Check**
5. Confirm customer has ADP
6. Click **Next**

The screenshot displays the ADP NGSP process interface. Step 1 shows a dropdown menu for 'Your AWSP Location Name'. Step 2 shows a 'Create Case' button. Step 3 shows a 'Serial Number' field with the value 'PF2WW6RF'. Step 4 shows an 'Entitlement Check' button. Step 5 shows the 'SN Coverage' section with various options: 'Premier Service' (Premier Support), 'Hard Drive Retention' (Yes), 'Sealed Battery' (Yes), 'Accidental Damage Protection' (Yes), 'International Entitlement' (No), and 'Tech Installed CRU' (No). Step 6 shows a 'Next' button.

1 Your AWSP Location Name

2 Create Case

3 Serial Number: PF2WW6RF

4 Entitlement Check

5 Accidental Damage Protection: Yes

6 Next

# ADP NGSP Process

## 2 Enter customer info

1. Enter customer info if not populated automatically

2. Click **Next**

**1**

Create Case

Product Customer

**Customer** Search Customer Clear All Address Validation

\* First Name:  \* Last Name:

Company Name:  Business Partner Number:

House Number:  Customer ID ⓘ: **8029494274**

\* Customer Address1:  Customer Address2:

\* Customer City:  \* State/Province:

\* Country/Region:  \* Customer Postal Code:  [Look up](#)

\* Customer Email:  \* Customer Contact Number ⓘ:

Notify Customer on Update:  Yes Survey Preference:  Yes

**Additional Addresses**

**2** [Next](#)

# ADP NGSP Process

## 3 Complete case details and submit

1. Enter a descriptive Case Title

2. Write a **Problem Description**

following documentation requirements:

1. Damage type
2. Damage context
3. Reported problems

3. Enter Diagnostics Information

4. Click **Submit**

The screenshot shows a web form for creating a case. It is divided into several sections: 'Case', 'Diagnostics Information', and 'CEC Related Information'. Step 1 points to the 'Case Title' field, which contains 'Accidental coffee spill on keyboard'. Step 2 points to the 'Problem Description' field, which contains a detailed description of the issue. Step 3 points to the 'Diagnostics Information' section, which includes fields for 'Used Lenovo Diagnostic Code', 'No Diagnostic Reason', 'Is Dispatch Validation', and 'Diagnostic Result'. Step 4 points to the 'Submit' button at the bottom right of the form.

**Case** Service History

\* Case Title:  External Reference Number <sup>?</sup>:

\* Problem Description:  PSPD Determination Flag:  No

**Diagnostics Information**

\* Used Lenovo Diagnostic Code:  No \* No Diagnostic Reason:

Is Dispatch Validation:  No Diagnostic Result:

PD Code:

**CEC Related Information**

Case Type: **Service Delivery** Incoming Channel:

Case Priority: **Priority-3 (Med)** Urgency: **Med**

Shipping Instruction:  Impact: **Moderate**

# ADP NGSP Process

## 4 Enter Work Order Info

1. Choose **AWSP** as Work Order Type

2. Choose **Accidental Damage Warranty** as Order Type

3. Enter Diagnostic Notes following documentation requirements:  
1. Visual inspection  
2. Testing & results  
3. Justify part

4. Select the Actual Service Type

WO  
Accidental coffee spill on keyboard

[Work Order Information](#)

**Work Order Info**

1 \* Work Order Type: AWSP

2 \* Order Type: Accidental Damage Warranty

**PRODUCT INITIAL CONDITION**

Diagnostic Notes: Keys XCFJ stick when pressed; keys 1-5 are unresponsive. Visible liquid residue under keyboard. Needs replacement keyboard.

PD Code [View Knowledge Base](#) [View PD Guide](#)

IRIS Code [Add IRIS Code](#)

**Service Level Information**

4 \* Actual Service Type: ONSITE-FRU

Actual Service Level: **Next Business Day**

# ADP NGSP Process

## 5 Submit Work Order & add Repair Notes

1. Order parts\*
2. **Submit** work order
3. Edit work order to enter Repair Notes following documentation requirements:
  1. Describe repair
  2. Describe how parts fixed diagnosed issues
  3. Confirm if and how the repair is a success

The screenshot shows a web interface with three main sections: 'Parts List', 'Services Provided', and 'Service'. The 'Parts List' section contains a table with columns: Item Line#, Requested Part/FRU, Status, Warranty, Part Tier, Part Tier Description, Return Part to Lenovo, Disposition, and Not in. The 'Services Provided' section has a text area for 'Repair Notes' containing the text: 'replaced keyboard. All keys are functional and none are sticking. repair successful.'. The 'Service' section contains a table with columns: Line Order, SAP Service, Product Item Type, Accounting Indicator, Description, Work Order Service Status, Closing Coc, and Action. A blue 'Submit' button is located at the bottom right of the interface, highlighted with a red box and a circled '2'.

\* **For Think-brand parts**, contact the National Parts Center ([www.ibm.com/shop/us/maintenanceparts](http://www.ibm.com/shop/us/maintenanceparts))  
**For Idea-brand parts**, contact Encompass ([Lenovo.encompass.com](http://Lenovo.encompass.com))

# For your end customers

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The attached flyer contains a summary of ADP coverage terms, sample scenarios, and best practices that you can share with your end customers to assist with their education.



Smarter  
technology  
for all

Lenovo

thanks.